

Agenda Item Form

Agenda Date: 05/25/04

Districts Affected: N/A

Dept. Head/Contact Information: Human Resources, Terry A. Bond, (915) 541-4509

Type of Agenda Item:

- | | | |
|---|---|--|
| <input checked="" type="checkbox"/> Resolution | <input type="checkbox"/> Staffing Table Changes | <input type="checkbox"/> Board Appointments |
| <input type="checkbox"/> Tax Installment Agreements | <input type="checkbox"/> Tax Refunds | <input type="checkbox"/> Donations |
| <input type="checkbox"/> RFP/ BID/ Best Value Procurement | <input type="checkbox"/> Budget Transfer | <input type="checkbox"/> Item Placed by Citizen |
| <input type="checkbox"/> Application for Facility Use | <input type="checkbox"/> Bldg. Permits/Inspection | <input type="checkbox"/> Introduction of Ordinance |
| <input type="checkbox"/> Interlocal Agreements | <input type="checkbox"/> Contract/Lease Agreement | <input type="checkbox"/> Grant Application |
| <input type="checkbox"/> Other _____ | | |

Funding Source:

- ☒ General Fund
☐ Grant (duration of funds: _____ Months)
☐ Other Source: _____

Legal:

☐ Legal Review Required Attorney Assigned (please scroll down): None ☐ Approved ☐ Denied

Timeline Priority: ☐ High ☒ Medium ☐ Low # of days: _____

Why is this item necessary:

The Toll Collection Superintendent now encompasses responsibilities for assisting department executives with project management responsibilities of bridge and parking meter issues which entail professional level research, presentation and coordination duties. Additionally, the position has assumed second level supervision of the parking meter section. As a result of the increased managerial accountability of the Superintendent, the Toll Collection Supervisors have assumed a more autonomous role in day-to-day oversight of bridge operations, participate in project research, and have added safety responsibilities relating to Homeland Security regulations and Hazmat handling.

Explain Costs, including ongoing maintenance and operating expenditures, or Cost Savings:

Salary & Benefits

Statutory or Citizen Concerns:

None

Departmental Concerns:

None

TS 6 LU 61 JUN 2004
11:11:11 AM

RESOLUTION

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF EL PASO:

That the Classification and Compensation Plan shall be amended, as recommended by the Civil Service Commission. The class of **Toll Collection Supervisor** is hereby revised as specified in the duties and responsibilities attached hereto. The Code will remain **1537**. The Grade shall be **GS 21**.

PASSED AND APPROVED this 25th day of May 2004.

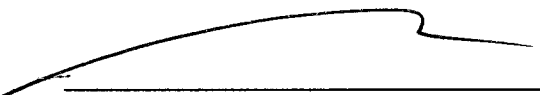
THE CITY OF EL PASO

Joe Wardy
Mayor

ATTEST:

Richarda Duffy Momsen
City Clerk

APPROVED AS TO FORM:



Guadalupe Cuellar
Deputy City Attorney

APPROVED AS TO CONTENT:



Terry A. Bond
Human Resources Director

APPROVED BY THE CIVIL
SERVICE COMMISSION:

Date: May 13, 2004

By: _____
Secretary



Human Resources Department

5

MEMORANDUM

May 10, 2004

To: Civil Service Commission

Thru: Terry Bond, Human Resources Director *TB*

From: James Sienkiewicz, Classification and Compensation Manager *JS*
Ana I. Sanchez, Personnel Analyst II *AS*

Re: Revision of Job Specifications

Human Resources recommends Commission approval of the job classification items listed below. See attached proposed and strike-through versions of the specifications.

		<u>TITLE</u>	<u>CODE</u>	<u>GRADE</u>
A.	OFFICIAL PROPOSED	Toll Collection Supervisor Same	1537 Same	GS 20 GS 21
B.	OFFICIAL PROPOSED	Toll Collection Superintendent Toll Collection Manager	1539 5258	GS 27 PM 77

Revision of the subject job classes was requested by the Streets Director. Human Resources found that the responsibilities and duties for these job classes have evolved since the current job classes were written.

- A) As a result of the increased managerial accountability of the Superintendent, the Toll Collection Supervisors have assumed a more autonomous role in day-to-day oversight of bridge operations, participate in project research, and have added safety responsibilities relating to Homeland Security regulations and Hazmat handling.
- B) The Toll Collection Superintendent now encompasses responsibilities for assisting department executives with project management responsibilities of bridge and parking meter issues which entail professional level research, presentation and coordination duties. Additionally, the position has assumed second level supervision of the parking meter section. The minimum qualifications of the position were modified to increase the required experience by one (1) year and to require the equivalency of a Bachelor's Degree. A title change for the Superintendent position has been proposed.

The attached proposed job specifications summarizing the primary duties, responsibilities, minimum qualifications, title change and other requirements of these job classes were revised using the City's current style and format conventions and have been reviewed by the Human Resources Director and the Streets Director. The proposed grade changes shown above are warranted by internal equity considerations of the increased accountability inherent in the revision of the affected job classes as well as external competitiveness considerations in order to reflect current market conditions. Approval of these actions will be the basis for the Commission to consider reclassification of the related positions and incumbents listed on the regular agenda for this meeting.

This recommendation is being made pursuant to:

Civil Service Rule 4, Classification, Section 4(a), Reclassification of Positions:

"The Commission or the Human Resources Director may investigate of its own accord or upon the request of a department head, any change in the duties and responsibilities of a position from those upon which it was originally classified. If it is found that the duties and responsibilities of the position have changed so significantly that the former classification is a substantially inaccurate description of the current duties and responsibilities, the Commission will request the Mayor to direct the Human Resources Director to place the position in its proper class and grade."



Human Resources Department

MEMORANDUM

"A change in compensation applying to all positions of the same class and grade will not affect the seniority or other rights of those in the Civil Service. The Human Resources Director may at any time secure from the appointing authority, department heads or employees involved, statements of the duties and responsibilities of the position under review. The appointing authority, department heads and employees concerned will have an opportunity to be heard before the revised class is approved and to appeal to the Commission in accordance with Article VI, Section 6.13-4 of the Charter."

Attachments



Clerical and Office Branch
Accounting, Clerical and Cashiering Group
Toll Collection Series

TOLL COLLECTION SUPERVISOR

03/04 (AIS)

General Purpose

Under direction, supervise collection of tolls at one or two assigned international bridges.

Typical Duties

Plan, organize, implement, direct and assess toll collection shift operations including contracted security, janitorial and armored car services. Involves: Review collection practices and assist with developing and introducing procedures. Establish daily work unit priorities, determine task sequences, timing and allocation, and monitor activities. Participate in review and evaluation of service delivery and control of cash handling methods and systems. Aid in integrating functions with those of other organizations in order to conform with administrative, accounting and audit requirements. Verify, assign and distribute starting cash drawer to toll collectors. Oversee posting of tolls collected, detect discrepancies, adjust or cancel incorrect transactions, reconcile daily receipt, shortages and overages, and compile and maintain related periodic financial records and reports. Collaborate with national, regional and local law enforcement agencies to ensure compliance with mandated security measures as directed. Comply with and enforce safety regulations including hazardous materials handling procedures. Troubleshoot and schedule maintenance and repair of toll booths, bridge approaches, lane marking, video security and lighting systems.

Investigate and resolve complaints from public officials, other departments or the public. Involves: Review incident reports, shift logs, videos and receipts. Research and provide accurate information and respond to customer complaints and inquiries on various issues either in person, by phone, or correspondence. Assist supervisors and employees in dealing with hostile or distraught persons.

Supervise assigned subordinate and contract staff. Involves: Schedule, assign, guide and check work. Appraise employee performance. Engage in or arrange for employee training and development. Enforce personnel rules and regulations, department policies, and work standards regarding attendance and conduct. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

Perform related duties as required. Involves: Substitute, if assigned, for immediate supervisor, coworkers, or subordinates during temporary absences, as qualified, by performing specific duties and responsibilities essential to maintaining continuity of ordinary operations. Provide project support as assigned. Prepare payroll and purchase requisitions. Order supplies, materials and equipment.

Knowledge, Abilities and Skills

- Considerable knowledge of cash handling practices and procedures.
- Good knowledge of office procedures, Mexican currency and exchange rate, bank deposit preparation and reconciliation procedures.
- Good knowledge of customer relations and grievance or conflict resolution techniques.
- Good knowledge of bookkeeping, auditing and internal control procedures.
- Some knowledge of supervisory techniques.
- Ability to use automated accounting methods to comply with department and City policies and statutory requirements.
- Ability to accurately and quickly calculate figures and amounts such as proportions, percentages and currency exchange rates.
- Ability to read and comprehend general business and accounting literature and procedures.
- Ability to impartially and firmly exercise delegated supervisory authority and enforce personnel rules.
- Ability to establish and maintain effective working relationships with City employees, officials, contractors, and the public, including irate individuals.
- Ability to effectively communicate orally and in writing.
- Ability to research and prepare reports and maintain financial records.

- Skill in operation and care of computer terminal, personal computer, coin sorters and counters, and generic business productivity and specialized toll collection and accounting software.

Other Job Characteristics

- Occasional exposure to automotive exhaust fumes.
- Occasional exposure to adverse weather and environmental conditions.
- Occasional lifting and carrying of heavy weight objects (up to 75 pounds).

Minimum Qualifications

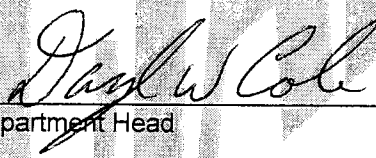
Education and Experience: Equivalent to a high school or General Education Development (GED), plus four (4) years of cash processing experience related to revenue collection, including two (2) years at the level of Senior Toll Collector or Cashier II.

Licenses and Certificates:

- Texas Class "C" Driver's License or equivalent from another state by time of appointment.

Special Requirements:

- Must be bondable.
- Subject to 24-hour call and mandatory recall during emergency operations.

Human Resources Director

Department Head

Clerical and Office Branch
Accounting, Clerical and Cashiering Group
Toll Collection Series

TOLL COLLECTION SUPERVISOR

033/9904 (SAISE)

Summary General Purpose

Under general supervision, supervise and coordinate of toll collection of tolls at one or two activities related to toll collection at assigned an international Bbridgess.

Typical Duties

Plan, organize and implement, direct and assess and coordinate toll collection shift operations including contracted security, janitorial and armored car services activities, including Involves: Review collection practices and assist with developing and introducing procedures. Establish daily work unit priorities, determine task sequences, timing and allocation, and monitor activities. Participate in review and evaluation of service delivery and control of cash handling methods and systems. Aid in integrating functions with those of other organizations in order to conform with Establish work priorities, schedule and monitor workflow, review and evaluate service delivery methods and systems including administrative and control systems. Ensure administrative, accounting and audit requirements are satisfied. Verify, assign and distribute starting cash drawer to toll collectors. Oversee posting of tolls collected, detect discrepancies, adjust or cancel incorrect transactions made in error, and reconcile daily receipts, shortages and overages, and compile and maintain related periodic financial records and reports. contracted security, janitorial or armored car services. Involves: Verify collections, report discrepancies and produce other periodic reports, reviewing deposits of U.S. and Mexican currency for accuracy and verifying and following up on discrepancies; performing audit reporting in accordance with City audit procedures; compiling periodic financial reports including summaries of revenue collected; investigating and resolving complaints involving toll collectors, security guards, or other public contact staff; reviewing security logs and incident reports; reporting unethical behavior and supporting facts to management for action; Overseeing contracted security, janitorial and armored car services, services and informing management of performance; Collaborate with national, regional and local law enforcement agencies to ensure compliance with mandated security measures as directed. Comply with and enforce safety regulations including hazardous materials handling procedures. Troubleshoot and schedule, schedule coordinating repair and maintenance and repair of toll booths, bridge approaches, lane marking, video security and lighting systems, and traffic lanes marking; Order supplies, materials and equipment. Review incident reports, shift logs, videos, receipts and monitor area cleanliness, monitoring, reporting and resolving operational problems with automated collection, close circuit video, computer or other systems in a timely manner by performing minor troubleshooting or arranging repair with appropriate technical support personnel.

Develop and organize day-to-day activities to achieve goals of assigned function within available resources. Involves: planning work operations by considering priorities, emergency situations, cyclic nature of work flow and established deadlines; adjusting work flow to accommodate available staff capabilities; coordinating functional activities with other organizations; evaluating and recommending adjustments to toll collection procedures.

Investigate and resolve complaints from public officials, other departments or the public. Involves: Review incident reports, shift logs, videos and receipts. Research and provide accurate information and respond to customer complaints and inquiries on various issues either in person, by phone, or correspondence. Assist supervisors and employees in dealing with hostile or distraught persons.

Supervise assigned subordinate and contract staff. Involves: Schedule, assign, guide and check work. Appraise employee performance. Engage in or arrange for employee training and development. Enforce personnel rules and regulations, department policies, and work standards regarding attendance and conduct. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

Perform related duties as required. Involves: Substitute, if assigned, for immediate supervisor, coworkers, or subordinates during temporary absences, as qualified, by performing specific duties and responsibilities essential to maintaining continuity of ordinary operations. Provide project support as assigned. Prepare payroll and purchase requisitions. Order supplies, materials and equipment.

~~investigating and resolving complaints involving toll collectors, security guards or other public contact staff; reviewing security logs and incident reports; reporting unethical behavior and supporting facts to management for action~~

~~Supervise assigned clerical, technical and toll collection personnel. Involves: scheduling, assigning, instructing, guiding, evaluate checking work; appraising performance; arranging for or engaging in employee training and development; enforcing personnel rules and regulations, standards of conduct, work attendance, and safe work practices; counseling, motivating and maintaining harmonious working relationships among subordinates; recommending staffing and employee status changes; interviewing applicants and recommending selection.~~

~~Perform related duties. Involves: substituting, if assigned, for immediate supervisor during temporary absences by performing delegated duties and responsibilities sufficient to maintain continuity of normal operations and similarly performing any duties of subordinates or coworkers, if required; preparing payroll and purchase requisitions; maintaining records and preparing reports.~~

Minimum Qualifications

~~Training and Experience: Graduation from high school or G.E.D. and four (4) years of toll collection or cash handling experience, including two (2) years experience at a level comparable to a Senior Toll Collector (combining receipts of other cash handlers and preparing deposits); or an equivalent combination of training and experience.~~

Knowledge, Abilities and Skills:

- ~~Considerable knowledge of: cash handling practices and procedures.~~

~~Good knowledge of: office procedures, Mexican currency and exchange rate, bank deposit preparation and reconciliation procedures, practices, methods and equipment~~

- ~~bank deposit preparation and account reconciliation; Mexican currency and current exchange rate.~~

~~Some Good knowledge of: microcomputers, computer hardware and toll collection software and equipment such as coin sorters and counters;~~

- ~~Good knowledge of customer relations and grievance or conflict resolution techniques.~~

~~Good knowledge of supervisory techniques;~~

- ~~Good knowledge of bookkeeping, and auditing and internal control procedures.~~

- ~~Some knowledge of supervisory techniques.~~

- ~~Ability to: use automated accounting methods to comply with City and departmental and City policies and statutory requirements;~~

~~Ability to accurately and quickly calculate figures and amounts such as proportions, and percentages and currency exchange rates;~~

- ~~apply concepts of basic algebra and double entry bookkeeping;~~

- ~~Ability to read and comprehend general business and accounting literature and procedures;~~

- ~~Ability to impartially and firmly exercise delegated supervisory authority and enforce personnel rules.~~

~~supervise assigned personnel;~~

- ~~Ability to establish and maintain effective working relationships with City employees, peers, officials, contractors, irate individuals and the public, including irate individuals, including dealing courteously with irate people;~~

- Ability to -expresseffectively communicate -oneself clearly and concisely both orally and in writing.;
- Ability to -research and prepare reports and maintain financial records.

- Skill in operation and care of computer terminal, personal computer, coin sorters and counters, and generic business productivity and specialized toll collection and accounting software, and prepare reports.

-Special Requirements: Must be bondable; must be willing to be on 24-hour call.

Other Job CharacteristicsPhysical Requirements

- Occasional -Continuous Exposure to automotive exhaust fumes.
- Occasional Frequent exposure to -work under adverse weather and environmental conditions.;
- Occasional -lifting and carrying of heavy weight objects (up to 40 to 7-50 pounds).

Minimum Qualifications

Education and Experience: Equivalent to a high school or General Education Development (GED), plus four (4) years of cash processing experience related to revenue collectiontoll collection or cash handling experience, including two (2) years at the level of Senior Toll Collector or Cashier II.

Licenses and Certificates:

- -Texas Class "C: Valid U.S. Driver's License or equivalent from another state by time of appointment.-

Special Requirements:

- Must be bondable.
- Subject to 24-hour call and mandatory recall during emergency operations.

Human Resources Director of Personnel

Department Head